# NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES POLICY AND PROCEDURE

SUBJECT: EMERGENCY ALERT NOTIFICATION POLICY

NUMBER: NN-EC-20

ORIGINAL DATE: 3/17/11

REVIEW/REVISE DATE:

APPROVAL: Rosalyne Reynolds {s},Agency Director

#### I. PURPOSE

The purpose of this policy is to establish an alert notification process for emergency operational procedures, utilizing the NNAMHS Agency Notification System. The Agency Notification System is used in the event of (but not limited to) Disaster, Lockdown, Fire, Bomb Threat, verbal/telephone threats, and any other threats identified by the Agency Director or designee.

### II. POLICY

It is the policy of Northern Nevada Adult Mental Health Services (NNAMHS) to respond promptly and effectively to any emergency situation and to provide safety to all employees, consumers and visitors.

#### III. REFERENCES

- 1. NNAMHS Policy and Procedure NN-EC-01, Disaster Plan
- 2. NNAMHS Policy and Procedure NN-EC-02 entitled, Fire Safety Plan

- NNAMHS Policy and Procedure NN-EC-08 Safety Management.
- 4. NNAMHS Policy and Procedure NN-EC-12 Campus Lockdown Procedure.
- NNAMHS Policy and Procedure NN-EC-13 Hazardous Materials and Waste Management Program.
- NNAMHS Policy and Procedure PC-SF-02 Behavioral Emergencies in all NNAMHS Settings
- 7. All Hazards and Recovery Disaster Plan

## III. PROCEDURES

- The person who encounters the emergency situation, or disaster, becomes the Incident Commander and is expected to handle the emergency first, ensuring safety of individuals. The agency notification system then can be activated by any staff member at the time of the emergency.
- 2. Initiating Agency Notification System (phone tree):
  - A. If a situation occurs on grounds the staff member receiving the alert should notify immediate supervisor or closest staff member of the situation who will contact appropriate authorities if indicated.
  - B. Supervisor or designee will contact the switchboard operator at 8-2100 with specific instructions, such as, "please alert everyone in your building right now to leave the campus if possible."
  - C. The caller should give as much specific information as possible to the switchboard operator , i.e. male/female, race, any identifying information, on campus, off campus, type of threat (shooter, bomb, weaponsverbal/physical)
- 3. The NNAMHS switchboard operator will:
  - A. Initiate group page (if instructed)

- B. Initiate overhead paging system in Bldg. 25 (if instructed)
- C. Initiate the NNAMHS Agency Notification System checklist.
- D. Contact the AA IV or designee who will send an email to all NNAMHS staff informing them of the code and asking that staff do not call the switchboard. Information will be given to them as it is received.
- E. Contact the Administrative Assistant II in the reception area of Bldg. 1 who will:

(In the absence of the AA II in the reception area the switchboard operator will contact the AA II in Performance Improvement.)

- Notify by phone or by fastest means possible the following: (All available AA's in the area will assist in the notification process as needed.)
  - a. All areas of Bldg. #1
  - b. Lakes Crossing Center (Bldg 13) 688-1900
  - c. Bldg. 2A CORE (Co-Occurring Recovery) 2182/3305 (CORE will be responsible for notifying all staff in Bldg. 2A)
  - d. Canteen 8-2049 (canteen staff will walk over to the Drop-in-Center and inform them of the code)
  - e. Drop-in Center 8-0401 or 8-2062
  - f. Bldg. #5 (outpatient medication clinic) 8-2173
  - g. Bldg. #3 (outpatient pharmacy) 8-2067

Note: Only implement in case of Disaster:

2. AA II's office in the reception area of Bldg #1 will become the staging area for the AAs listed below if deemed necessary by the code.

The following staff will report to this area:

- ➤ AA II Bldg. 1 Reception (2)
- > AAII Medication Clinic (2)
- AA II Performance Improvement will remain in the PI Office.

- The AA II in the reception area of Bldg. #1 or designee will be responsible for accounting for the whereabouts of all AA's in the above areas.
- F. Contact the Administrative Assistant II in Service Coordination, Bldg. 8 who will: (In the absence of the AA II in Service Coordination the switchboard operator will contact the AA II in Mental Health Court.)
  - 1. Notify by phone or by fastest means possible the following:
    - a. Bldg. #8 Health Information Services 8-2025
    - b. Adolescent Treatment Center (ATC) 688-1633
    - c. Bldg. #26 Food Services, 8-2108
    - d. Warehouse and surrounding buildings, 8-2112
    - e. SRC 688-1930
    - f. Briarwood 324-1490

Note: Only implement in case of Disaster

 The AA II in Service Coordination (Bldg #8) will become the staging area for the AAs listed below if deemed necessary by the code. The following staff will report to this area:

AA I Service Coordination
 AA II Mental Health Court
 AA II Medication Clinic (one)

The AA II for Service Coordination or designee will be responsible for accounting for the whereabouts of all AA's in the above areas.

- G. All other AA's will remain in their assigned work area.
- H. Once the all clear has been given the switchboard operator will repeat the above procedures to communicate the "All Clear" to all staff

## NNAMHS AGENCY NOTIFICATION SYSTEM CHECKLIST

(This checklist is to be used for each code requiring the use of the Agency Notification System (phone tree).)

Date and Time emergency call/notification received:	
Date:	Time
Location of Emergency:	
Name of person reporting emergency:	
Name of switchboard staff notified:	
Check appropriate code:	
O Code Red – Fire 92	O Code Blue – Medical Emergency 95
O Code Green – Disaster 91	O Code Orange- Behavioral Emergency 93
O Code Black – Bomb Threat 96	O Code Grey Lockdown 94
O Other	
O Group page initiated at	by

Policy and Procedure NN-EC-20		
O Overhead page initiated at	by\	
O Agency Notification System (phone tree)		
activated at by		
O Agency Director notified at	_ by	
O Medical Director notified at	_by	
O Safety Officer notified at	_ by	
O Emergency/Disaster Notification as outlined in NN-EC-01 – Disaster Plan.		
O All clear announced at	by	
Overhead paging system Group Page		
Agency Notification System (phone tree)		
Completed form is to be sent to the AA IV in administration upon completion of the code.		
Cinn at we of staff and 1 till 5		
Signature of staff completing form:		